

Access and Equity Policy

Policy number	GENPO01	Version	2.1
Drafted by	Sally Wynd	Approved by Board on	28/3/2018
Responsible person	Service Manager	Scheduled review date	28/3/2019

Introduction

The Access and Equity Policy set out in this document is drawn up on the model of the Australian Government's Access and Equity strategy. It helps to ensure that government programs (and those programs funded by the government but delivered by contractors, including not-for-profits) meet the needs of our culturally and linguistically diverse society.

Purpose

Eagles RAPS Inc. acknowledges that its legal and moral responsibilities cover the areas of:

- Access in the provision of services offered by Eagles RAPS Inc.;
- Access in employment by Eagles RAPS Inc.
- Access in the provision of information offered by Eagles RAPS Inc.
- Access to any training and development offered by Eagles RAPS Inc.
- Access to events hosted by Eagles RAPS Inc.

The Charter integrates a set of service delivery principles concerning cultural diversity into the strategic planning, policy development, budget, and reporting processes of service delivery, irrespective of whether these services are provided by government agencies, community organisations, or commercial enterprises.

Policy

Access

As a service provider, Eagles RAPS Inc. will make services available to everyone who is entitled to them, free of any form of discrimination on the basis of a person's country of birth, language, culture, race, gender or religion.

Equity

As a service provider, Eagles RAPS Inc. will develop and deliver services on the basis of fair treatment of all those clients who are eligible to receive them.

Communication

As a service provider, Eagles RAPS Inc. will use all necessary strategies to inform eligible clients of the services available, their entitlements, and how they can obtain them. Providers shall also consult with their clients regularly about the adequacy, design and standard of services.

Responsiveness

As a service provider, Eagles RAPS Inc. will be sensitive to the needs and requirements of clients from diverse cultural and linguistic backgrounds, and be responsive as far as practicable to the particular circumstances of individuals.

Effectiveness

As a service provider, Eagles RAPS Inc. will be focused on meeting the needs of clients from all backgrounds.

Efficiency

As a service provider, Eagles RAPS Inc. will optimise the use of available public resources through a user-responsive approach to service delivery that meets the needs of clients.

Accountability

As a service provider, Eagles RAPS Inc. will have a reporting mechanism in place which ensures it is accountable for implementing access and equity objectives for its clients.

AUTHORISATION

SIGNED: Marten Wynd, President/Public Officer 

DATE: 27 March 2018

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Responsibilities

- It shall be the responsibility of the Service Manager to implement this policy.
- All Eagles RAPS Inc. staff shall, wherever feasible, have adequate support and training to provide services and information accessible to all people.

Procedure

Eagles RAPS Inc. will ensure its programs are designed and constructed to provide equal access for all users.

Eagles RAPS Inc., in its role as an employer, will ensure all people have equal access to advertised positions, interviews, equipment, office accommodation, staff training and promotion.

Eagles RAPS Inc. shall, wherever feasible, assess proposals for any new (or substantially revised) policies or programs for their direct impact on the lives of people from a range of cultural and linguistic backgrounds prior to any decision to pursue such proposals.

Any new (or substantially revised) policies or programs that impact in different ways on the lives of people from different cultural and linguistic backgrounds shall, wherever feasible, be developed by Eagles RAPS Inc. in consultation with people from those backgrounds.

Eagles RAPS Inc. shall, wherever feasible, for any new (or substantially revised) policies or program initiatives have a communication strategy developed and sufficiently resourced to inform people from relevant cultural and linguistic backgrounds of these changes.

Eagles RAPS Inc. shall provide resources so that publicly available and accessible information on its policies and programs is where necessary communicated appropriately to people from a range of cultural and linguistic backgrounds, and especially to those identified as having a high level of non-compliance.

Eagles RAPS Inc. shall institute complaints mechanisms that enable people (regardless of cultural and linguistic backgrounds) to address issues and raise concerns about its performance.

Eagles RAPS Inc. shall require that any agents, contractors, or partners of Eagles RAPS Inc. deliver outcomes consistent with this policy, and shall, in bidding for tenders or contracts, budget, where appropriate, for special provision for linguistic and cultural diversity.

Eagles RAPS Inc. shall, where necessary and feasible, provide for the special needs of clients from diverse cultural and linguistic backgrounds by providing language assistance through the use of interpreters or facilitators.

Eagles RAPS Inc. shall, where necessary and feasible, provide for the special needs of clients in remote areas through developing outreach and community liaison arrangements.

Eagles RAPS Inc. shall consider cultural diversity issues in the design and delivery of any training programs it provides.

Eagles RAPS Inc. staff shall, where necessary, receive ongoing cultural diversity training so that they develop knowledge and skills to work effectively from a cultural framework.

Eagles RAPS Inc. shall, where necessary and feasible, provide information in languages other than English, and through print, electronic media, and disability-appropriate methods of communication.

Eagles RAPS Inc. shall, where appropriate, consult with other providers and government agencies to ensure co-ordination of services appropriate to clients' needs.

Eagles RAPS Inc. shall promote diversity in the membership of its boards, committees and working groups.

Eagles RAPS Inc. shall keep in its client data collection record, where appropriate, such data as birthplace; whether a person's first language spoken was English; Aboriginal or Torres Strait Islander background; Australian South Sea Islander background; date of birth; year of arrival in Australia; birthplace of parents; sex; and religion (the collection of data will not always include all these items, as the relevance of these data items will vary depending on the service delivery context).

Eagles RAPS Inc. shall protect the privacy of individual clients when collecting this data. Consideration will be given to:

- collecting only data essential to the particular service delivery or evaluation purpose;
- guaranteeing anonymity; and
- Ensuring that all data collection proposals are non-intrusive.

Related Documents

- Affirmative Action Policy
- Staff Recruitment Policy

AUTHORISATION

SIGNED: Marten Wynd, President/Public Officer 

DATE: 27 March 2018

Revision History

Revision	Date	Description of Modifications
1	29/6/22	Minor typos only amended
2		
3		
4		
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